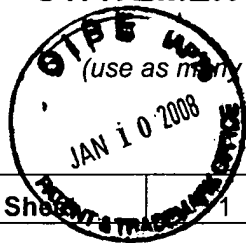


Substitute for Form PTO 1449

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT****Complete if Known**

Application No.	10/825,645
Filing Date	4/15/2004
First Named Inventor	Chad Vos
Art Unit	2614
Examiner Name	Lisa Hashen
Attorney Docket No.	1160215-0531069

Sheet 1 of 2

U.S. PATENT DOCUMENTS

Examiner initials	Cite No.	DOCUMENT NUMBER	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind code ² (if known)			
		US-			

FOREIGN PATENT DOCUMENTS

Examiner initials	Cite No.	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
		Country Code ³ -Number ⁴ -Kind code ⁵ (if known)				

OTHER PRIOR ART – NON-PATENT LITERATURE DOCUMENTS

Examiner initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	T ⁶
	1	Information Disclosure Statement for 11/291,562, filed on 10/15/2007	
	2	Information Disclosure Statement for 11/291,562, filed on 02/08/2006	
	3	Original Application for 11/291,562, filed on 12/01/2005	
	4	Office Action Non-Final Rejection for 09/559,837, filed on 02/27/2004	
	5	Information Disclosure Statement for 09/559,837, filed on 06/30/2000	
	6	Original Application for 09/559,837, filed on 04/26/2000	
	7	Information Disclosure Statement for 09/467,378, filed on 05/20/2003	
	8	Information Disclosure Statement for 09/467,378, filed on 05/31/2000	
	9	Original Application for 09/467,378, filed on 12/28/1999	
	10	Information Disclosure Statement for 11/686,812, filed on 11/13/2007	
	11	Original Application for 11/686,812, filed on 03/15/2007	

EXAMINER SIGNATURE _____

DATE CONSIDERED _____

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter office that issued the document, by the two-letter code (WIPO Standard ST. 3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT***(use as many sheets as necessary)***Complete if Known**

				Application No.	10/825,645
				Filing Date	4/15/2004
				First Named Inventor	Chad Vos
				Art Unit	2614
				Examiner Name	Lisa Hashen
Sheet	2	of	2	Attorney Docket No.	1160215-0531069

	12	Original Application for 60/146,515, filed on 08/04/1999	
	13	Notice of References Cites for 09/632,948, filed on 03/26/2004	
	14	Office Action Restriction of Claims for 09/632,948, filed on 02/24/2004	
	15	Information Disclosure Statement for 09/632,948, filed on 12/04/2003	
	16	Original Application for 09/632,948, filed on 08/04/2000	

CONVERGYS CROSS REFERENCES

Examiner initials	Cite No.	
		11/291,562
		09/559,837 6,829,348
		09/467,378 6,760,727
		11/686,812
		09/632,948
		60/146,515
	17	PCT/US00/20185 WO 2001/09745
	18	CA 2,344,639

Copies of Foreign Patent Documents and Other Prior Art submitted with Information Disclosure Statement filed with U.S. Application Serial No. . If additional copies needed, please contact patent attorney.

CINLibrary 1160215.0531069 1794848v1

EXAMINER SIGNATURE _____ DATE CONSIDERED _____

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter office that issued the document, by the two-letter code (WIPO Standard ST. 3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.